

Schneider National, Inc. Quality System Form

Service Provider Corrective Action Request

07/26/2018

This section is to be completed by ISO Business Analyst		Standard Clause No:	7.4.3	SCAR #:	SCQ-0322
Source:	<input checked="" type="checkbox"/> Customer Complaint <input type="checkbox"/> Facility Complaint <input checked="" type="checkbox"/> Trending and Analysis <input type="checkbox"/> Incident Driven	Type:	<input type="checkbox"/> Opportunity <input type="checkbox"/> Minor <input checked="" type="checkbox"/> Major	Transformation Business Partner:	Dave Elsen

DIRECTIONS FOR FILLING OUT THIS FORM

Section 1: General Information - This section to be completed by the Originator and Owner of the SCAR

Date Issued:	07/26/2018	Service Provider:	Gp Transco 1527352 GPAB
SCAR Originator:	Terry Thyssen	Service Provider Contact Name:	Julius Gaigalas
SCAR Owner:	Gina Babiash	Service Provider Contact Email:	julius@gptransco.com
SCAR owner email:	BabiashG@Schneider.com	Affected Customer:	Cintas
SCAR Owner's Leader:	Shawn Zehms		

Section 2 – This section to be completed by the Originator and Owner of the SCAR

DESCRIBE THE PROBLEM AND DETAIL ACTIONS PREVIOUSLY TAKEN TO RESOLVE THE PROBLEM

Include evidence such as service results, scorecard results, customer feedback, etc.

Service provider has exceeded threshold in Unsafe Driving & HOS Compliance

Originator: Identify SCAR owner, fill in section 1-2 and provide evidence for the problem reported as much as possible, and email the form to SCAR owner and copy QualPDF@Schneider.com to log;

SCAR Owner: Complete section 1-2 and follow up with service provider for section 3 and 4.

Section 3 – This section to be completed by the Service Provider Contact

DETERMINE THE ROOT CAUSE OF THE PROBLEM

"Our fleet is comprised of 60% Owner operators and those trucks took a bit longer to adjust to ELD mandate, causing an increase in unsafe driving violations."

Section 4 – This section to be completed by the Service Provider Contact

DESCRIBE ACTIONS THAT WILL BE TAKEN TO CORRECT THE PROBLEM AND PREVENT REOCCURRENCE

Include the action, resources (associates, cross functional teams, technology, processes, documentation, etc.) and timelines for completion

"As mentioned in the letter our new internal policy on unsafe driving violations should help lower the number below the threshold and improve it in the long run."

PLAINTIFF'S EXHIBIT

7

SCHNEIDER 000032



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GP Transco Safety
Letter.pdf



8/7- Gina Babiash- spoke with carrier 7/30 via phone. Safety manager sent the attached letter with action plan to improve.

BASIC: Unsafe Driving

[More Info](#)

On-Road Performance

Measure: 2.92 ?

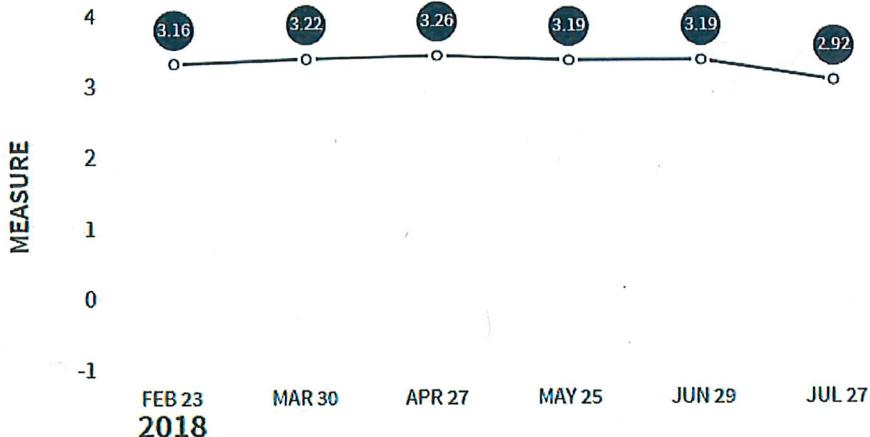
Safety Event Group: 58-149 driver
Inspections with Unsafe Driving
Violations

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand for more information](#).



9/13 Gina Babiash

SCHNEIDER 000033

DOCUMENT TITLE: Service Provider Corrective Action Request Form	REVISION: 2
APPROVED BY: Qualifications, Logistics	DATE ISSUED: 03/10/2016 Supersedes: 05/07/2012

Schneider National, Inc. Quality System Form

Service Provider Corrective Action Request

BASIC: Unsafe Driving

[More Info](#)

On-Road Performance

Measure: 3.04 [?](#)

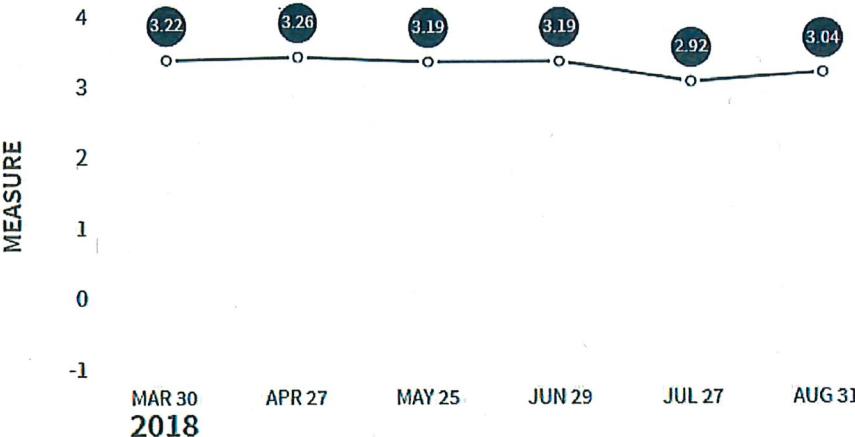
Safety Event Group: 58-149 driver inspections with Unsafe Driving Violations

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.



10/11 Gina Babiash

BASIC: Unsafe Driving

[More Info](#)

On-Road Performance

Measure: 2.96 [?](#)

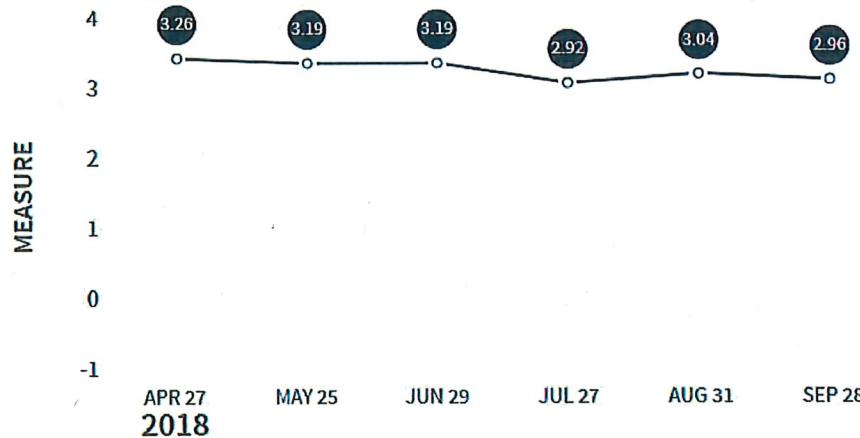
Safety Event Group: 58-149 driver inspections with Unsafe Driving Violations

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.



SCHNEIDER 000034

DOCUMENT TITLE: Service Provider Corrective Action Request Form

REVISION: 2

APPROVED BY: Qualifications, Logistics

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Schneider National, Inc. Quality System Form
Service Provider Corrective Action Request

11/9/18 Gina Babiash

BASIC: Unsafe Driving

[More Info](#)

On-Road Performance

Measure: 3.14 [?](#)

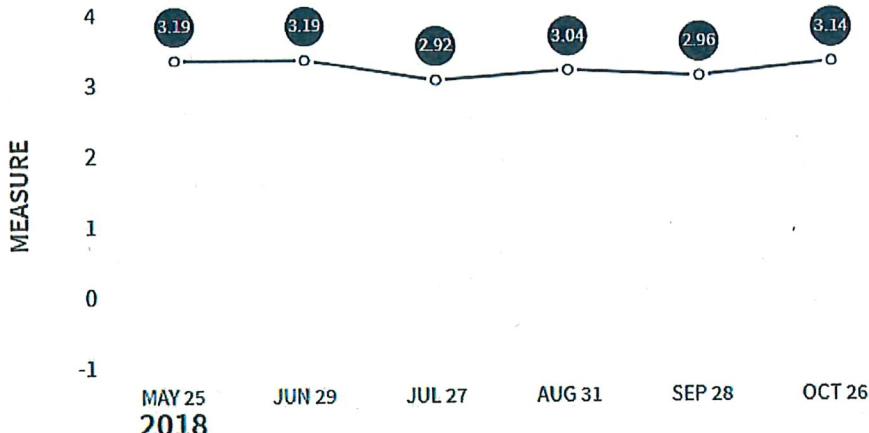
Safety Event Group: 58-149 driver Inspections with Unsafe Driving Violations

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

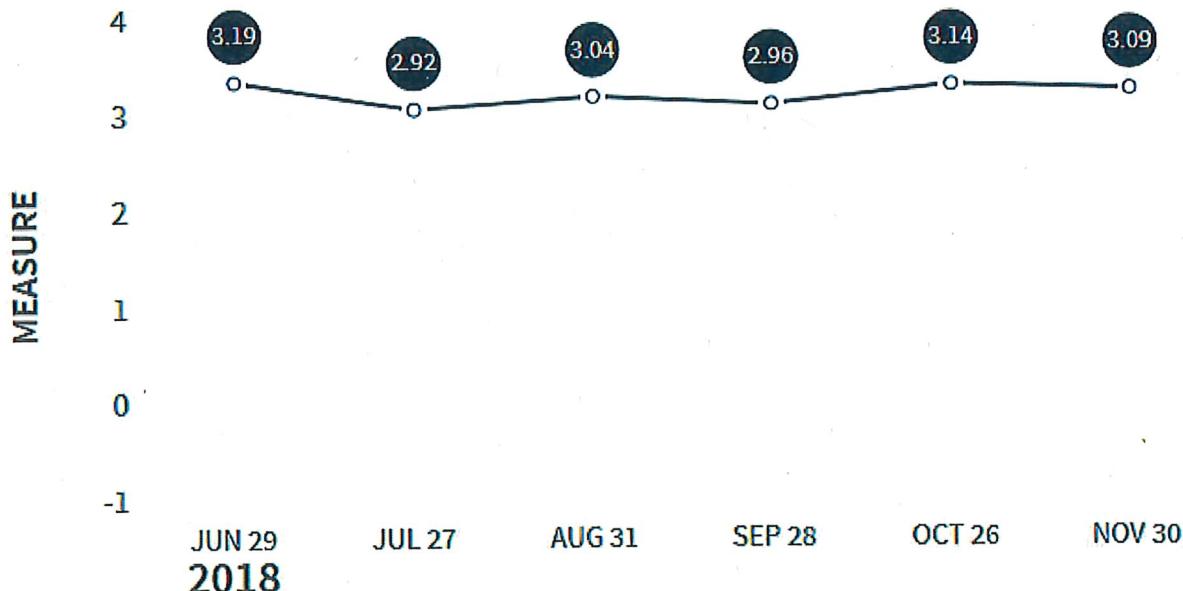
This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.



12/19 Gina Babiash

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.



SCHNEIDER 000035

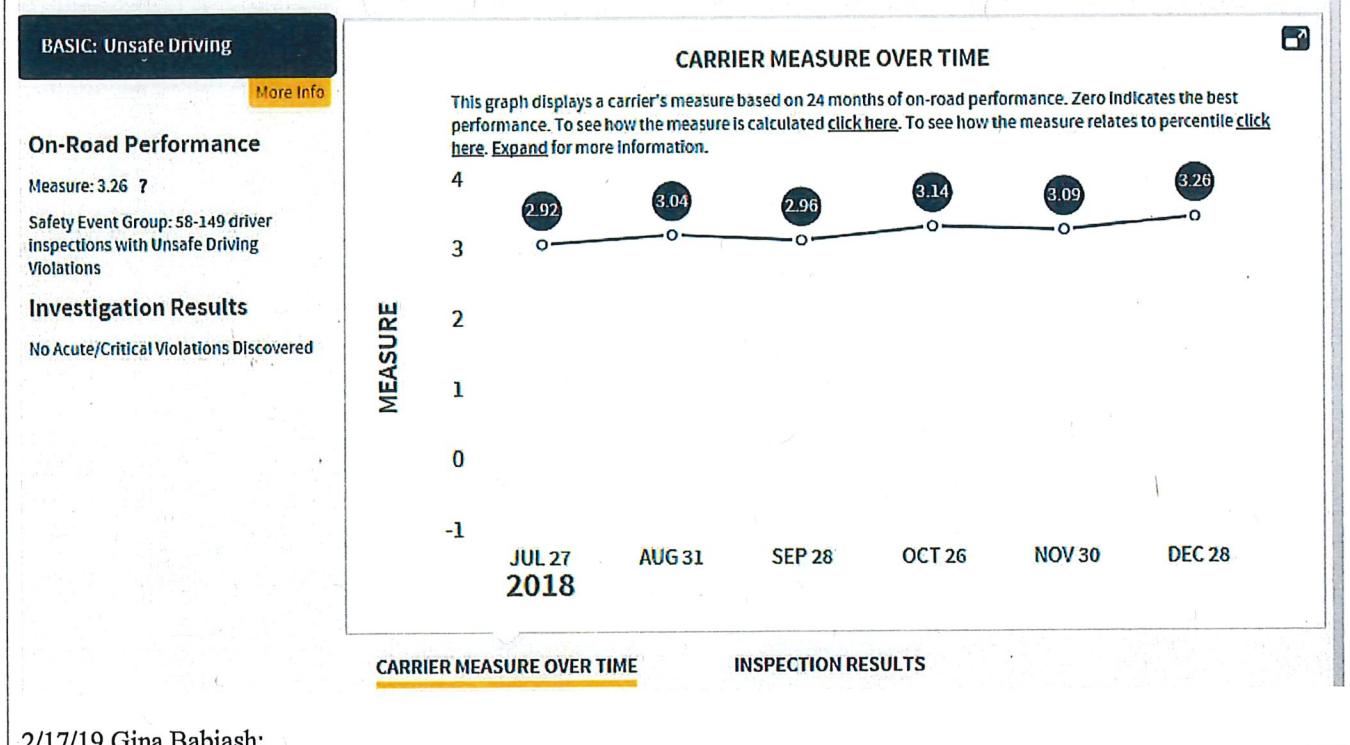
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12/20 Letter from GP Transco: "Regarding our unsafe driving corrective actions plan and accident countermeasures, we have implemented new tests pertaining to accident countermeasures and driving distractions, to name a couple. These tests are used upon hire for training as well as for retraining when necessary. We also implemented a inspections, new hires and re-hires. This is a comprehensive point scale system used to access a driver's safety habits based on MVR, experience and PSP record. Another measure we are taking is implementing an internal policy for unsafe driving violations. The moving violations will be determined based on random videos from our dashcams and speeding reports from our navigation system. To ensure this even more, we have a designated safety manager that tracks solely speeding alerts, harsh events and reviews dashcam videos on a daily basis and applies corrective action accordingly."

1/10 Gina Babiash:

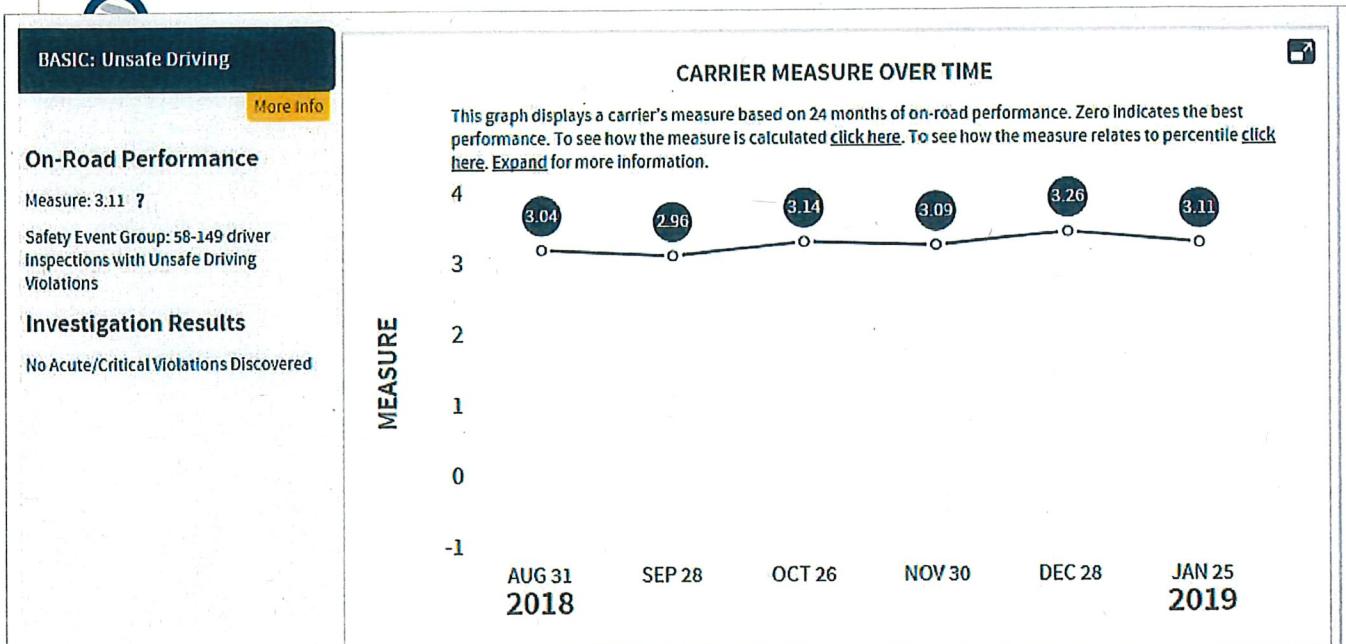


2/17/19 Gina Babiash:

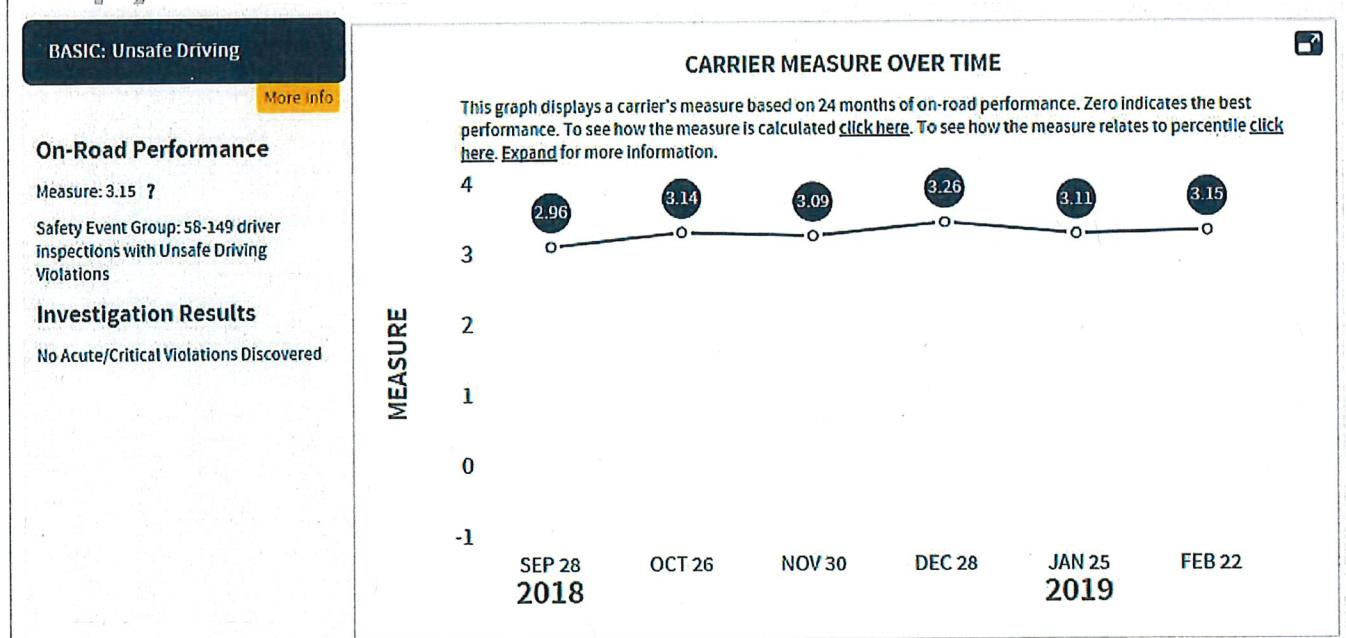
SCHNEIDER 000036

DOCUMENT TITLE: Service Provider Corrective Action Request Form	REVISION: 2
APPROVED BY: Qualifications, Logistics	DATE ISSUED: 03/10/2016 Supersedes: 05/07/2012

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Service Provider Corrective Action Request



3/13/19 Gina Babiash:

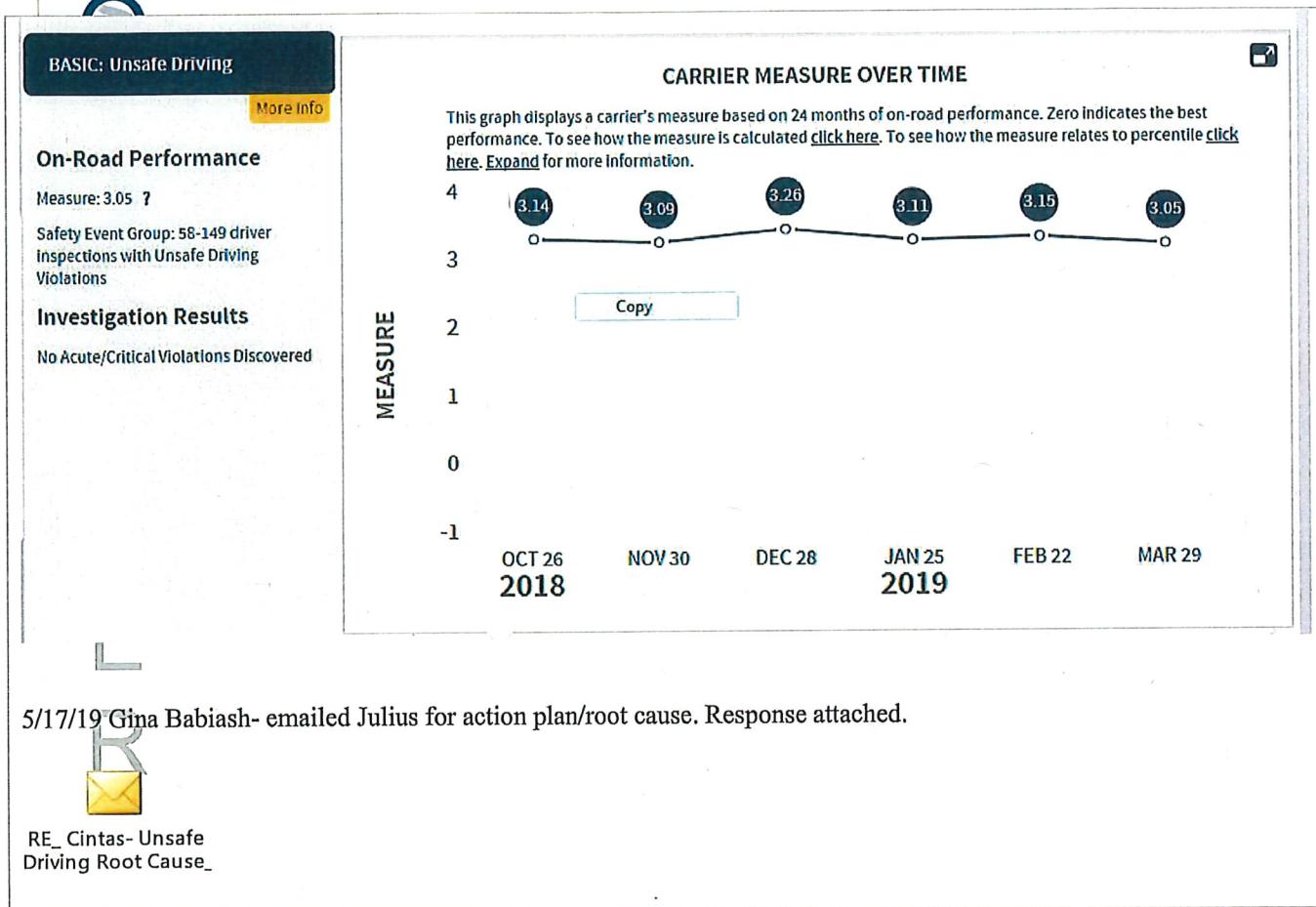


4/15 Gina Babiash:

SCHNEIDER 000037

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APPROVED BY: Qualifications, Logistics	DATE ISSUED: 03/10/2016 Supersedes: 05/07/2012

Schnelder National, Inc. Quality System Form
Service Provider Corrective Action Request



SCHNEIDER 000038

DOCUMENT TITLE: Service Provider Corrective Action Request Form	REVISION: 2
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Schneider National, Inc. Quality System Form
Service Provider Corrective Action Request

BASIC: Unsafe Driving

[More Info](#)

On-Road Performance

Measure: 3.15 [?](#)
Safety Event Group: 58-149 driver inspections with Unsafe Driving Violations

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand for more information](#).

Date	Measure
NOV 30 2018	3.09
DEC 28	3.26
JAN 25 2019	3.11
FEB 22	3.15
MAR 29	3.05
APR 26	3.15

INSPECTION RESULTS

[Unsafe Driving Violations: 155](#)

6/24/2019 Gina Babiash: Reached out to carrier for root cause & updated action plan (response below).

BASIC: Unsafe Driving

[More Info](#)

On-Road Performance

Measure: 3.47 [?](#)
Safety Event Group: 58-149 driver inspections with Unsafe Driving Violations

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand for more information](#).

Date	Measure
DEC 28 2018	3.26
JAN 25	3.11
FEB 22	3.15
MAR 29	3.05
APR 26	3.15
MAY 31	3.47

INSPECTION RESULTS

[Unsafe Driving Violations: 160](#)

Schneider National, Inc. Quality System Form

Service Provider Corrective Action Request

7/22/19 Gina Babiash: Uptick in unsafe driving and 2 new violations. Will work with carrier for updated action plan & monitor closely.

BASIC: Unsafe Driving

[More Info](#)

On-Road Performance

Measure: 3.51

Safety Event Group: 150+ driver inspections with Unsafe Driving Violations

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.

Date	Measure
JAN 25 2019	3.11
FEB 22	3.15
MAR 29	3.05
APR 26	3.15
MAY 31	3.47
JUN 28	3.51

CARRIER MEASURE OVER TIME

INSPECTION RESULTS

+ VIOLATION SUMMARY

+ INSPECTION HISTORY

+ INVESTIGATION RESULTS

Unsafe Driving Violations: 162

Driver Inspections with Unsafe Driving Violations: 151

Unsafe Driving Acute/Critical Violations: 0

9/3/19 Gina Babiash: Uptick in unsafe driving and 3 new violations. Will work with carrier for updated action plan & monitor closely.

SCHNEIDER 000040

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Schneider National, Inc. Quality System Form
Service Provider Corrective Action Request

BASIC: Unsafe Driving

More Info

On-Road Performance

Measure: 3.66 7

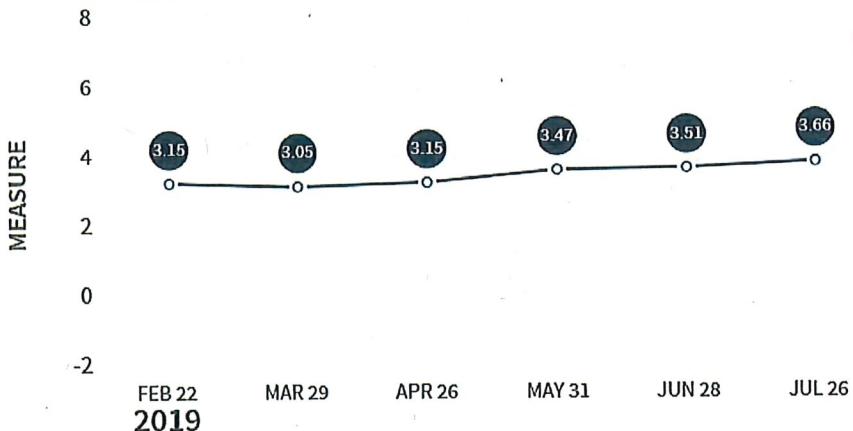
Safety Event Group: 150+ driver inspections with Unsafe Driving Violations

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand for more information](#).



CARRIER MEASURE OVER TIME

INSPECTION RESULTS

+ VIOLATION SUMMARY

Unsafe Driving Violations: 165

+ INSPECTION HISTORY

Driver Inspections with Unsafe Driving Violations: 154

+ INVESTIGATION RESULTS

Unsafe Driving Acute/Critical Violations: 0

SCHNEIDER 000041

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Supersedes: 05/07/2012



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10/10/19- Gina Babiash:

Trending Down. No new violations. Will continue to monitor.

BASIC: Unsafe Driving

[More Info](#)

On-Road Performance

Measure: 3.60 ?

Safety Event Group: 150+ driver inspections with Unsafe Driving Violations

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.

Date	Measure
APR 26 2019	3.15
MAY 31	3.47
JUN 28	3.51
JUL 26	3.66
AUG 30	3.70
SEP 27	3.60

CARRIER MEASURE OVER TIME

INSPECTION RESULTS

- + VIOLATION SUMMARY
- + INSPECTION HISTORY
- + INVESTIGATION RESULTS

Unsafe Driving Violations: 165

Driver Inspections with Unsafe Driving Violations: 155

Unsafe Driving Acute/Critical Violations: 0

12/10/19 Gina Babiash:

SCHNEIDER 000042

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Schneider National, Inc. Quality System Form

Service Provider Corrective Action Request

BASIC: Unsafe Driving

[More Info](#)

On-Road Performance

Measure: 3.42 [?](#)

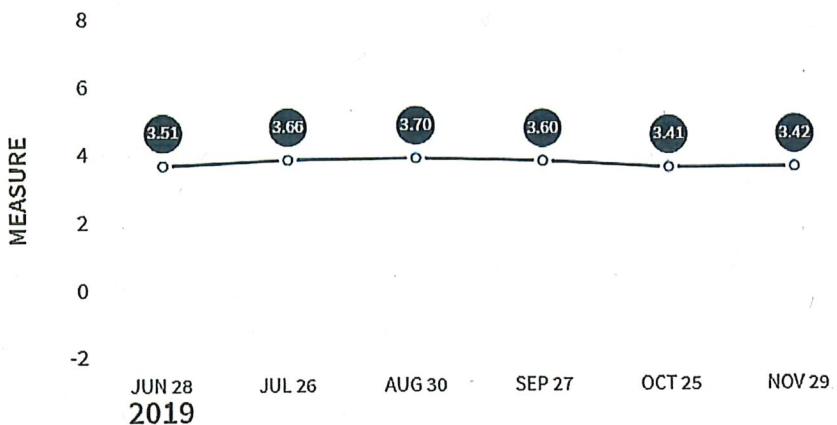
Safety Event Group: 150+ driver inspections with Unsafe Driving Violations

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.



CARRIER MEASURE OVER TIME

INSPECTION RESULTS

+ VIOLATION SUMMARY

Unsafe Driving Violations: 160

- INSPECTION HISTORY

Driver Inspections with Unsafe Driving Violations: 152

1/8/2020 Gina Leonhard: Uptick in unsafe driving. Reached out to carrier for root cause and updated action plan.

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Schneider National, Inc. Quality System Form
Service Provider Corrective Action Request

BASIC: Unsafe Driving

More Info

On-Road Performance

Measure: 3.46

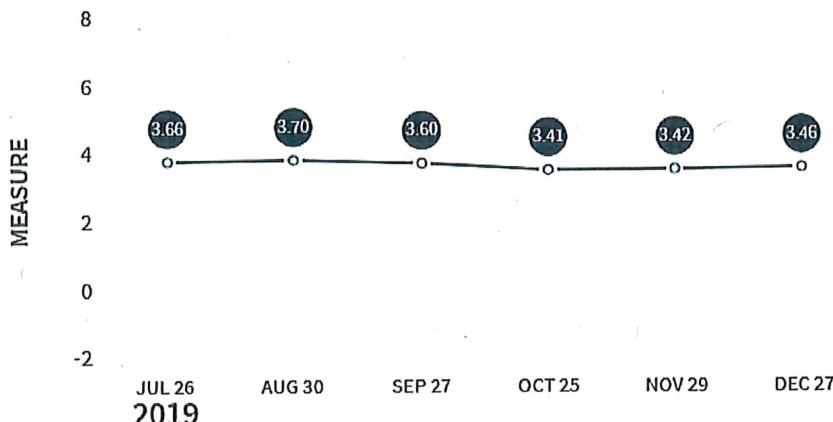
Safety Event Group: 150+ driver inspections with Unsafe Driving Violations

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.



CARRIER MEASURE OVER TIME

INSPECTION RESULTS

+ VIOLATION SUMMARY

Unsafe Driving Violations: 163



2/10/2020 Gina Leonhard: Down-trending. No new violations. Will continue to monitor.

BASIC: Unsafe Driving

More Info

On-Road Performance

Measure: 3.30

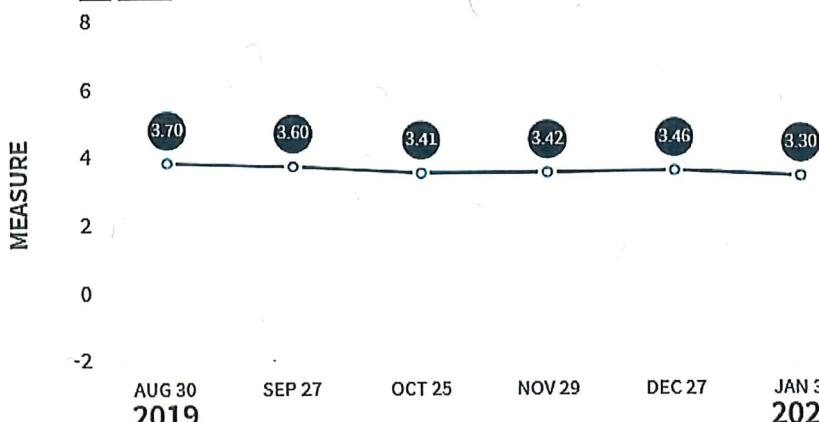
Safety Event Group: 58-149 driver inspections with Unsafe Driving Violations

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.



CARRIER MEASURE OVER TIME

INSPECTION RESULTS

+ VIOLATION SUMMARY

Unsafe Driving Violations: 157

SCHNEIDER 000044

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Schneider National, Inc. Quality System Form
Service Provider Corrective Action Request

BASIC: Hours-of-Service Compliance

[More Info](#)

On-Road Performance

Measure: 0.40 [?](#)

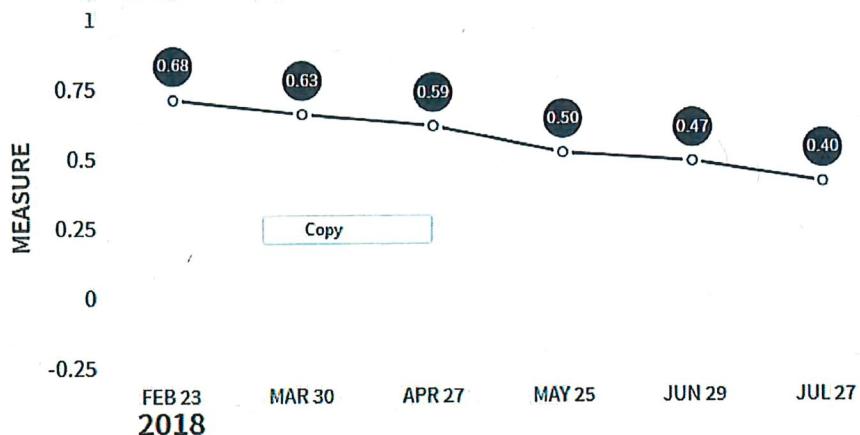
Safety Event Group: 501+ relevant driver inspections

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand for more information](#).



9/13 Gina Babiash

BASIC: Hours-of-Service Compliance

[More Info](#)

On-Road Performance

Measure: 0.47 [?](#)

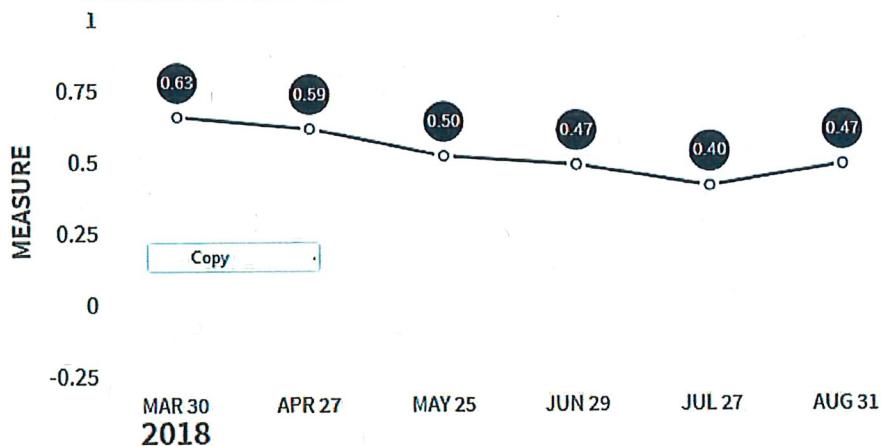
Safety Event Group: 501+ relevant driver inspections

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand for more information](#).



10/11 Gina Babiash

SCHNEIDER 000045

DOCUMENT TITLE: Service Provider Corrective Action Request Form

REVISION: 2

APPROVED BY: Qualifications, Logistics

DATE ISSUED: 03/10/2016

Supersedes: 05/07/2012

Schneider National, Inc. Quality System Form
Service Provider Corrective Action Request

BASIC: Hours-of-Service Compliance More Info

On-Road Performance
Measure: 0.42 [?](#)
Safety Event Group: 501+ relevant driver inspections

Investigation Results
No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand for more information](#).

Date	Measure
APR 27 2018	0.59
MAY 25	0.50
JUN 29	0.47
JUL 27	0.40
AUG 31	0.47
SEP 28	0.42

11/9 Gina Babiash

BASIC: Unsafe Driving More Info

On-Road Performance
Measure: 3.14 [?](#)
Safety Event Group: 58-149 driver inspections with Unsafe Driving Violations

Investigation Results
No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand for more information](#).

Date	Measure
MAY 25 2018	3.19
JUN 29	3.19
JUL 27	2.92
AUG 31	3.04
SEP 28	2.96
OCT 26	3.14

12/19 Gina Babiash

SCHNEIDER 000046

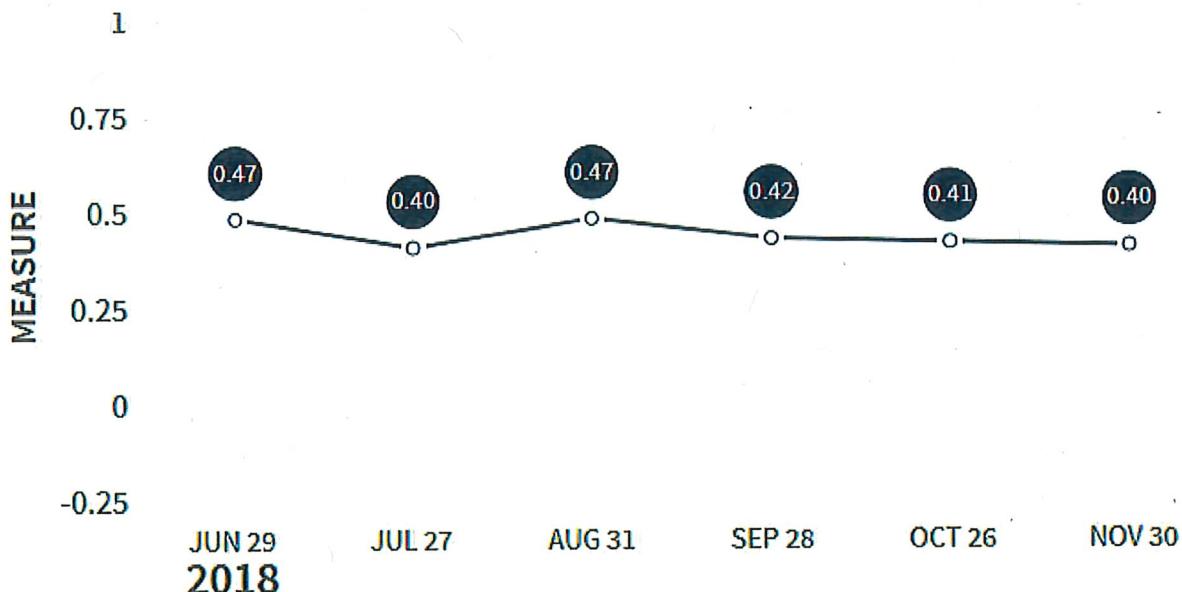
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Schnelder National, Inc. Quality System Form
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CARRIER MEASURE OVER TIME

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1/10 Gina Babiash:

BASIC: Hours-of-Service Compliance More Info

On-Road Performance

Measure: 0.41 ?

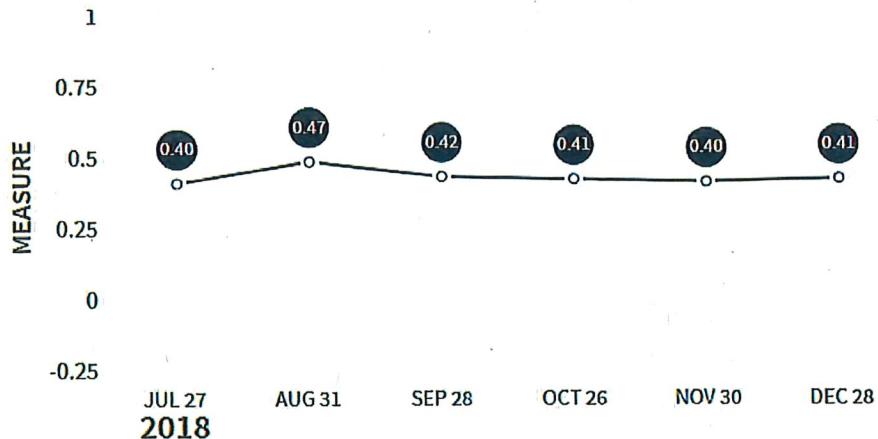
Safety Event Group: 501+ relevant driver inspections

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

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SCHNEIDER 000047



Schneider National, Inc. Quality System Form
Service Provider Corrective Action Request

2/17/19 Gina Babiash:

BASIC: Hours-of-Service Compliance

[More Info](#)

On-Road Performance

Measure: 0.40 [?](#)

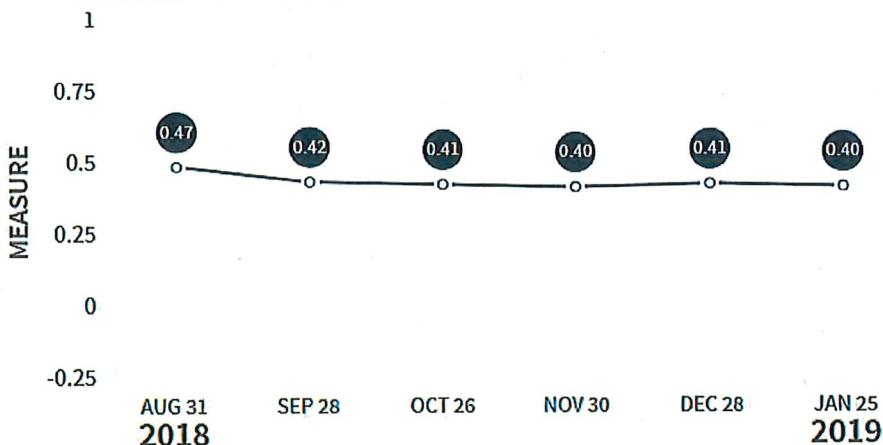
Safety Event Group: 501+ relevant driver inspections

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

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3/13/19 Gina Babiash:

BASIC: Hours-of-Service Compliance

[More Info](#)

On-Road Performance

Measure: 0.34 [?](#)

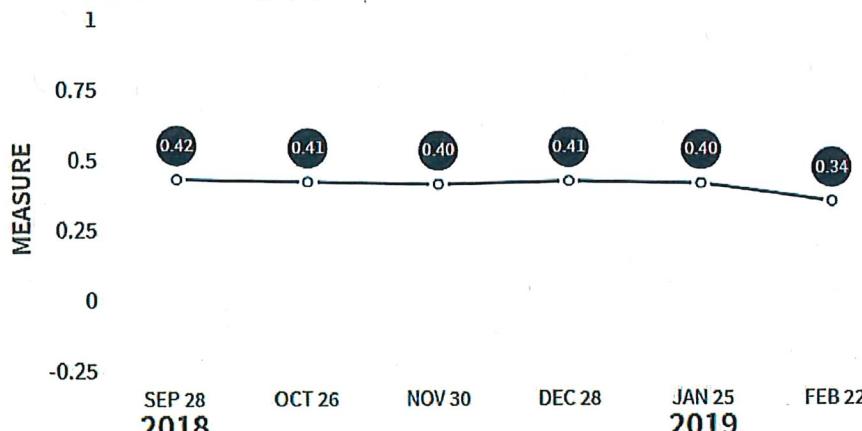
Safety Event Group: 501+ relevant driver inspections

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.



CARRIER MEASURE OVER TIME

INSPECTION RESULTS

4/15 Gina Babiash-

SCHNEIDER 000048

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Schneider National, Inc. Quality System Form

Service Provider Corrective Action Request

BASIC: Hours-of-Service Compliance More Info

On-Road Performance
Measure: 0.34 ?
Safety Event Group: 501+ relevant driver inspections

Investigation Results
No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.

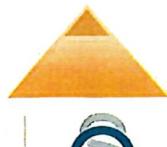
Date	Measure
OCT 26 2018	0.41
NOV 30	0.40
DEC 28	0.41
JAN 25 2019	0.40
FEB 22	0.34
MAR 29	0.34

5/17/19- Gina Babiash- no new HOS violations. Will continue to monitor.

SCHNEIDER 000049

DOCUMENT TITLE: Service Provider Corrective Action Request Form
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Schneider National, Inc. Quality System Form
Service Provider Corrective Action Request

BASIC: Hours-of-Service Compliance

[More Info](#)

On-Road Performance

Measure: 0.34 [?](#)

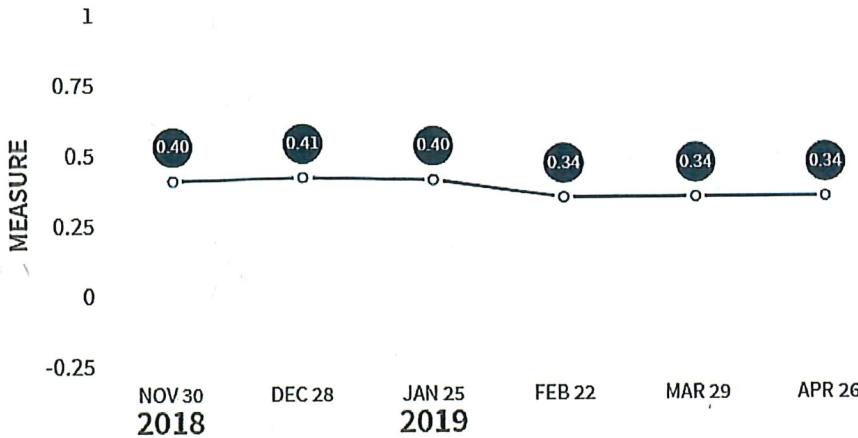
Safety Event Group: 501+ relevant driver inspections

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.



CARRIER MEASURE OVER TIME

INSPECTION RESULTS

+ VIOLATION SUMMARY

HOS Compliance Violations: 79

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SCHNEIDER 000050

Schnelder National, Inc. Quality System Form
Service Provider Corrective Action Request

6/24/2019 Gina Babiash: Reached out to carrier for root cause & updated action plan.

BASIC: Hours-of-Service Compliance

[More Info](#)

On-Road Performance

Measure: 0.36 

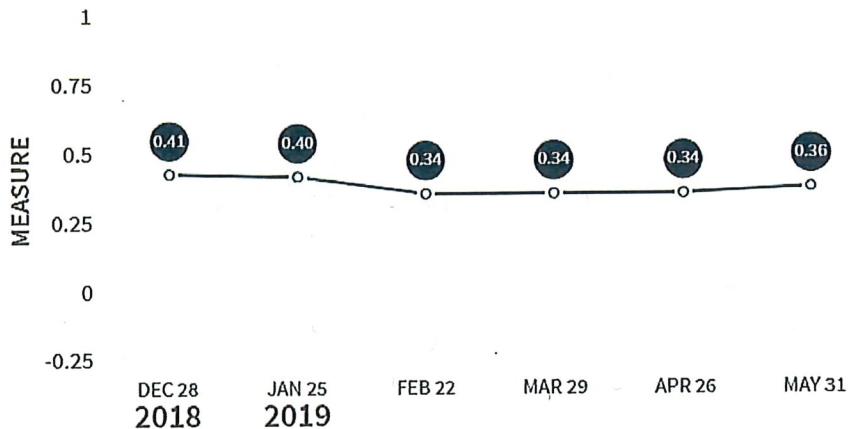
Safety Event Group: 501+ relevant driver inspections

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.



CARRIER MEASURE OVER TIME

INSPECTION RESULTS

+ VIOLATION SUMMARY

HOS Compliance Violations: 84

6/24 Carrier response:



RE_Cintas- Unsafe Driving Root Cause_

7/22/19 Gina Babiash: Trending down. No new violations. Will continue to monitor.

SCHNEIDER 000051

DOCUMENT TITLE: Service Provider Corrective Action Request Form	REVISION: 2
APPROVED BY: Qualifications, Logistics	DATE ISSUED: 03/10/2016 Supersedes: 05/07/2012

Schneider National, Inc. Quality System Form

Service Provider Corrective Action Request

BASIC: Hours-of-Service Compliance

More Info

On-Road Performance

Measure: 0.34 [?](#)

Safety Event Group: 501+ relevant driver inspections

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.

Date	Measure
JAN 25 2019	0.40
FEB 22	0.34
MAR 29	0.34
APR 26	0.34
MAY 31	0.36
JUN 28	0.34

CARRIER MEASURE OVER TIME

INSPECTION RESULTS

+ VIOLATION SUMMARY

+ INSPECTION HISTORY

+ INVESTIGATION RESULTS

HOS Compliance Violations: 80

Driver Inspections: 904

HOS Compliance Acute/Critical Violations: 0

9/3/19 Gina Babiash: Trending down and no new violations. Will continue to monitor.

SCHNEIDER 000052

DOCUMENT TITLE: Service Provider Corrective Action Request Form	REVISION: 2
APPROVED BY: Qualifications, Logistics	DATE ISSUED: 03/10/2016 Supersedes: 05/07/2012

Schneider National, Inc. Quality System Form

Service Provider Corrective Action Request

BASIC: Hours-of-Service Compliance

More Info

On-Road Performance

Measure: 0.33 [?](#)

Safety Event Group: 501+ relevant driver inspections

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.

Date	Measure Value
FEB 22 2019	0.34
MAR 29	0.34
APR 26	0.34
MAY 31	0.36
JUN 28	0.34
JUL 26	0.33

CARRIER MEASURE OVER TIME **INSPECTION RESULTS**

+ VIOLATION SUMMARY HOS Compliance Violations: 78

+ INSPECTION HISTORY Driver Inspections: 926

+ INVESTIGATION RESULTS HOS Compliance Acute/Critical Violations: 0

10/10/19 Gina Babiash:
Up tick. Reached out to carrier for action plan.

SCHNEIDER 000053

DOCUMENT TITLE: Service Provider Corrective Action Request Form	REVISION: 2
APPROVED BY: Qualifications, Logistics	DATE ISSUED: 03/10/2016 Supersedes: 05/07/2012

Schneider National, Inc. Quality System Form
Service Provider Corrective Action Request

BASIC: Hours-of-Service Compliance

On-Road Performance
Measure: 0.32 ?
Safety Event Group: 501+ relevant driver inspections

Investigation Results
No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME
This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.

Date	Measure
APR 26 2019	0.34
MAY 31	0.36
JUN 28	0.34
JUL 26	0.33
AUG 30	0.31
SEP 27	0.32

CARRIER MEASURE OVER TIME **INSPECTION RESULTS**

+ VIOLATION SUMMARY HOS Compliance Violations: 88

+ INSPECTION HISTORY Driver Inspections: 934

+ INVESTIGATION RESULTS HOS Compliance Acute/Critical Violations: 0

11/11/19 Gina Babiash:
Unsafe driving is trending downward. Will continue to monitor.

SCHNEIDER 000054

DOCUMENT TITLE: Service Provider Corrective Action Request Form	REVISION: 2
APPROVED BY: Qualifications, Logistics	DATE ISSUED: 03/10/2016 Supersedes: 05/07/2012

Schneider National, Inc. Quality System Form
Service Provider Corrective Action Request

BASIC: Unsafe Driving

On-Road Performance
Measure: 3.41 [?](#)
Safety Event Group: 150+ driver inspections with Unsafe Driving Violations

Investigation Results
No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME
This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Exoand](#) for more information.

Date	Measure
MAY 31 2019	3.47
JUN 28	3.51
JUL 26	3.66
AUG 30	3.70
SEP 27	3.60
OCT 25	3.41

CARRIER MEASURE OVER TIME **INSPECTION RESULTS**

+ VIOLATION SUMMARY

+ INSPECTION HISTORY

+ INVESTIGATION RESULTS

Unsafe Driving Violations: 164

Driver Inspections with Unsafe Driving Violations: 155

Unsafe Driving Acute/Critical Violations: 0

11/11/19 Gina Babiash:
Uptick in HOS compliance. Asked carrier for updated root cause & action plan.
11/15 action plan provided below

SCHNEIDER 000055

DOCUMENT TITLE: Service Provider Corrective Action Request Form	REVISION: 2
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Schnelder National, Inc. Quality System Form

Service Provider Corrective Action Request

BASIC: Hours-of-Service Compliance

[More Info](#)

On-Road Performance

Measure: 0.33 [?](#)

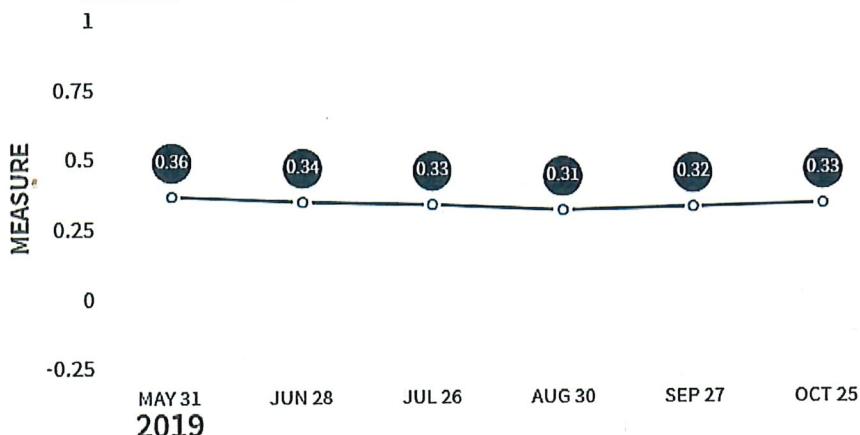
Safety Event Group: 501+ relevant driver inspections

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.



CARRIER MEASURE OVER TIME

INSPECTION RESULTS

+ VIOLATION SUMMARY

HOS Compliance Violations: 90

+ INSPECTION HISTORY

Driver Inspections: 929

+ INVESTIGATION RESULTS

HOS Compliance Acute/Critical Violations: 0



FW_Hours of Service Compliance.i

12/10/19 Gina Babiash:
Trending down. No new violations.

SCHNEIDER 000056

DOCUMENT TITLE: Service Provider Corrective Action Request Form	REVISION: 2
APPROVED BY: Qualifications, Logistics	DATE ISSUED: 03/10/2016 Supersedes: 05/07/2012

Schnelder National, Inc. Quality System Form
Service Provider Corrective Action Request

BASIC: Hours-of-Service Compliance

On-Road Performance
Measure: 0.31 [?](#)
Safety Event Group: 501+ relevant driver inspections

Investigation Results
No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.

Date	Measure Value
JUN 28 2019	0.34
JUL 26	0.33
AUG 30	0.31
SEP 27	0.32
OCT 25	0.33
NOV 29	0.31

CARRIER MEASURE OVER TIME **INSPECTION RESULTS**

+ VIOLATION SUMMARY HOS Compliance Violations: 88

+ INSPECTION HISTORY Driver Inspections: 931

+ INVESTIGATION RESULTS HOS Compliance Acute/Critical Violations: 0

1/8/2020- Gina Leonhard: Uptick in unsafe driving violations. Reached out to carrier for updated action plan.

SCHNEIDER 000057

DOCUMENT TITLE: Service Provider Corrective Action Request Form	REVISION: 2
APPROVED BY: Qualifications, Logistics	DATE ISSUED: 03/10/2016 Supersedes: 05/07/2012



Schneider National, Inc. Quality System Form

Service Provider Corrective Action Request

BASIC: Hours-of-Service Compliance More Info

On-Road Performance
Measure: 0.36 ?
Safety Event Group: 501+ relevant driver inspections

Investigation Results
No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.

Date	Measure
JUL 26 2019	0.33
AUG 30	0.31
SEP 27	0.32
OCT 25	0.33
NOV 29	0.31
DEC 27	0.36

CARRIER MEASURE OVER TIME **INSPECTION RESULTS**

+ VIOLATION SUMMARY HOS Compliance Violations: 94

2/10/2020 Gina Leonhard: Down-trending. No new violations. Will continue to monitor.

SCHNEIDER 000058

DOCUMENT TITLE: Service Provider Corrective Action Request Form	REVISION: 2
APPROVED BY: Qualifications, Logistics	DATE ISSUED: 03/10/2016 Supersedes: 05/07/2012



Schnieder National, Inc. Quality System Form

Service Provider Corrective Action Request

<p>BASIC: Hours-of-Service Compliance</p> <p>On-Road Performance Measure: 0.33 ? Safety Event Group: 501+ relevant driver inspections</p> <p>Investigation Results No Acute/Critical Violations Discovered</p>	<p>CARRIER MEASURE OVER TIME</p> <p>This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated click here. To see how the measure relates to percentile click here. Expand for more information.</p> <table border="1"><thead><tr><th>Date</th><th>Measure</th></tr></thead><tbody><tr><td>AUG 30 2019</td><td>0.31</td></tr><tr><td>SEP 27</td><td>0.32</td></tr><tr><td>OCT 25</td><td>0.33</td></tr><tr><td>NOV 29</td><td>0.31</td></tr><tr><td>DEC 27</td><td>0.36</td></tr><tr><td>JAN 31 2020</td><td>0.33</td></tr></tbody></table> <p>CARRIER MEASURE OVER TIME INSPECTION RESULTS</p> <p>+ VIOLATION SUMMARY</p> <p>3/9/2020 Gina Leonhard: Uptick in unsafe driving. Will request root cause/action plan from carrier:</p> <p>HOS Compliance Violations: 91</p>	Date	Measure	AUG 30 2019	0.31	SEP 27	0.32	OCT 25	0.33	NOV 29	0.31	DEC 27	0.36	JAN 31 2020	0.33
Date	Measure														
AUG 30 2019	0.31														
SEP 27	0.32														
OCT 25	0.33														
NOV 29	0.31														
DEC 27	0.36														
JAN 31 2020	0.33														

SCHNEIDER 000059

DOCUMENT TITLE: Service Provider Corrective Action Request Form	REVISION: 2
APPROVED BY: Qualifications, Logistics	DATE ISSUED: 03/10/2016 Supersedes: 05/07/2012



Schnieder National, Inc. Quality System Form

Service Provider Corrective Action Request

BASIC: Unsafe Driving

On-Road Performance
Measure: 3.51 ?
Safety Event Group: 58-149 driver inspections with Unsafe Driving Violations

Investigation Results
No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.

Date	Measure
SEP 27 2019	3.60
OCT 25	3.41
NOV 29	3.42
DEC 27	3.46
JAN 31 2020	3.30
FEB 28	3.51

CARRIER MEASURE OVER TIME **INSPECTION RESULTS**

+ VIOLATION SUMMARY **Unsafe Driving Violations: 160**

+ INSPECTION HISTORY **Driver Inspections with Unsafe Driving Violations: 149**

+ INVESTIGATION RESULTS **Unsafe Driving Acute/Critical Violations: 0**

3/9/2020 Gina Leonhard: HOS violations downtrending. Will continue to monitor.

SCHNEIDER 000060

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APPROVED BY: Qualifications, Logistics	DATE ISSUED: 03/10/2016 Supersedes: 05/07/2012

Schneider National, Inc. Quality System Form

Service Provider Corrective Action Request

BASIC: Hours-of-Service Compliance

More Info

On-Road Performance

Measure: 0.31 ?

Safety Event Group: 501+ relevant driver inspections

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.

Date	Measure
SEP 27 2019	0.32
OCT 25	0.33
NOV 29	0.31
DEC 27	0.36
JAN 31 2020	0.33
FEB 28	0.31

CARRIER MEASURE OVER TIME **INSPECTION RESULTS**

+ VIOLATION SUMMARY **HOS Compliance Violations: 87**

4/7/2020 Gina Leonhard: Unsafe driving trending down. Will continue to monitor.

SCHNEIDER 000061

DOCUMENT TITLE: Service Provider Corrective Action Request Form	REVISION: 2
APPROVED BY: Qualifications, Logistics	DATE ISSUED: 03/10/2016 Supersedes: 05/07/2012



Schnelder National, Inc. Quality System Form

Service Provider Corrective Action Request

BASIC: Unsafe Driving

[More Info](#)

On-Road Performance

Measure: 3.17 ?

Safety Event Group: 58-149 driver inspections with Unsafe Driving Violations

Investigation Results

No Acute/Critical Violations Discovered

CARRIER MEASURE OVER TIME

This graph displays a carrier's measure based on 24 months of on-road performance. Zero indicates the best performance. To see how the measure is calculated [click here](#). To see how the measure relates to percentile [click here](#). [Expand](#) for more information.

Date	Measure
OCT 25 2019	3.41
NOV 29	3.42
DEC 27	3.46
JAN 31 2020	3.30
FEB 28	3.51
MAR 27	3.17

CARRIER MEASURE OVER TIME **INSPECTION RESULTS**

+ VIOLATION SUMMARY

Unsafe Driving Violations: 156

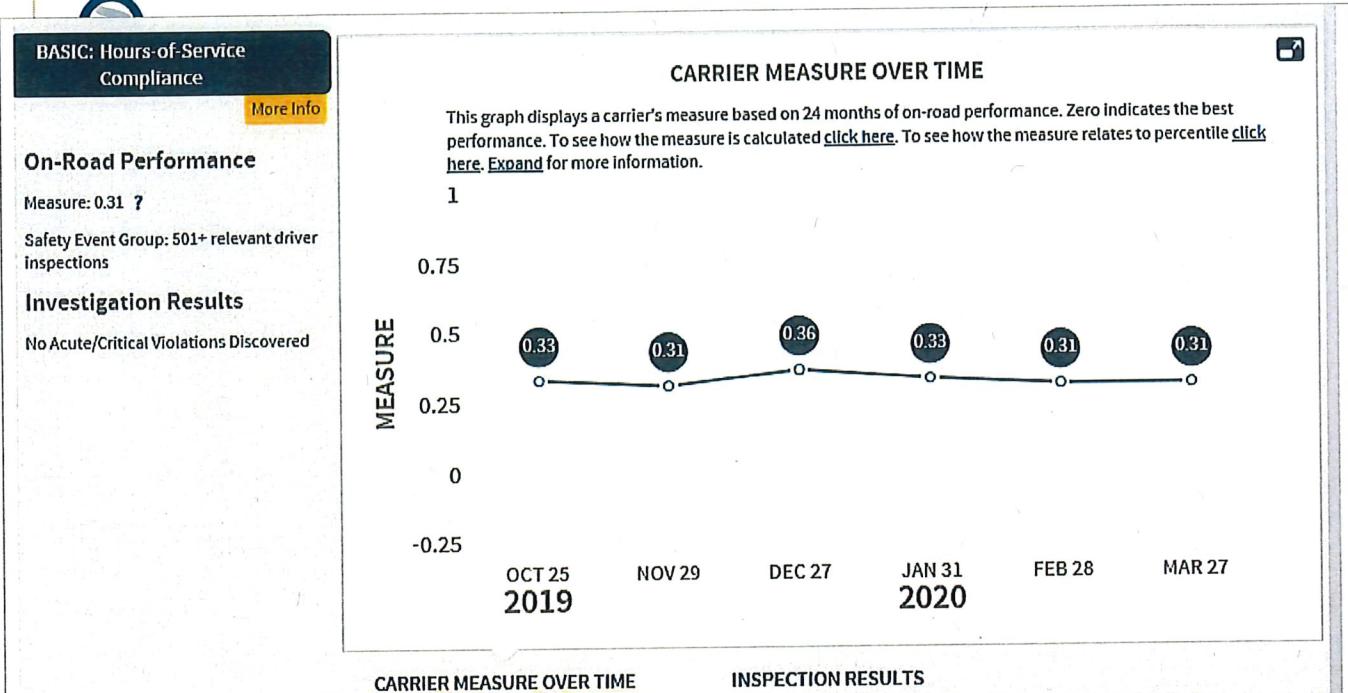
4/7/2020 Gina Leonhard: No new HOS violations. Will continue to monitor.

SCHNEIDER 000062



Schneider National, Inc. Quality System Form

Service Provider Corrective Action Request



+ VIOLATION SUMMARY

HOS Compliance Violations: 84

EXPECTED ACTION COMPLETION DATE:

Service Provider: Fill in section 3 and 4 within two weeks upon SCAR issuance and email the form to the SCAR owner from Schneider.
SCAR Owner: Review the content in section 3-4 filled by the service provider to ensure the quality of the analysis and action plan; If approved, email the form to the QualPDF@Schneider.com and the SCAR originator. When the plan has been completed to your satisfaction, fill out section 5.

Section 5: This section to be completed by the SCAR Owner

VERIFY THE ACTIONS HAVE BEEN COMPLETED AND ARE EFFECTIVE
List evidence that Action Plan has been completed and is effective
(Please date as this section is filled /updated each time)

SCAR Owner: **Date Actions Completed:**

When Section 5 is completed, email the form with all supporting evidence enclosed to the QualPDF@Schneider.com and the SCAR originator.

Section 6: This section to be completed by the leader authorized to close the issue

AUTHORIZE CLOSURE

Authorizer: **Date Closed:**

When Section 6 is completed, email the form to the QualPDF@Schneider.com.

SCHNEIDER 000063

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